Victim Satisfaction SURVEY 2005

A Prince Edward Island Study of Victims of Crime

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EXECUTIVE SUMMARY

Background to the Study

This study, which was completed by Equinox Consulting Inc. was funded by the Department of Justice Canada and sponsored by the Victim Services Advisory Committee. The primary goal was to obtain information regarding what victims of crime in PEI needed from the criminal justice system, what they received, and their level of satisfaction with services received. A random telephone survey of a sample of 67 clients of Victim Services was conducted between February and March 2005.

Purpose of the Report

The purpose of this report is to present selected findings regarding victim satisfaction with the criminal justice system in PEI. More specifically, this report has four major objectives as follows:

1. To present an analysis of the needs and experiences of victims of crime and compare these findings with research conducted in the 1980's;

2. To present an analysis of victims' experiences and views with respect to the Principles of the *Victims of Crime Act*;

3. To present an analysis of victim satisfaction with current services and the outcomes associated with each component of the justice system; and

4. To present a plan that will facilitate ongoing monitoring of victims' experiences and satisfaction with criminal justice processes so that trends and gaps can be monitored over time.

Study Findings

<u>The Study Participants</u>

The research results found that the 67 cases surveyed for this study were fairly representative of Victim Services' new cases in 2003/2004. Sixty of the survey participants were individual victims and seven represented a business or organization. Of the 60 individual victims, approximately 70% were female and 30% were male. The average age of the clients at the time of the incident was 37.8 years.

Slightly more than half (55%) of the cases surveyed involved offences against the person, while less than half (45%) involved offences against property. The most frequent type of offence in the cases surveyed was assault, followed by theft, break and enter, and fraud. More than three-quarters (78%) of the offenders in the cases were adults. In one-quarter (25%) of the cases there was a family type relationship between the offender and the victim. More than half (52%) of the cases surveyed were handled by the Charlottetown Police Department and Charlottetown RCMP.

Needs of Victims of Crime: 2005 and 1980's

The results of the 2005 survey indicate the greatest needs of victims after the incident include emotional support and information about the status of their case, the criminal justice process, how crime may affect the victim, and the roles of police, Crown attorneys, and Judges. The greatest needs of victims with respect to the court process include preparation for being a witness, information about the court process, and someone to attend court with them.

These findings are similar to selected survey findings during the 1980's when the needs of victims included emotional support and information about the status of their case, services available to crime victims in PEI, and legal and court procedures.

Victims' Experiences: 2005 and 1980's

_____In the 2005 survey, victims' experiences regarding services provided by each component of the justice system were positive overall. The majority of survey respondents were satisfied with how their case had been handled by the police and the Crown, as well as during the court and alternative measures processes. The majority were also satisfied with the provision of information by the police, Victim Services, the Crown, probation, and during the court and alternative measures processes. Survey respondents were highly satisfied with the help they received from Victim Services and would recommend Victim Services to others in a similar situation.

Some of the findings regarding the police are comparable to those in the 1980's, when more than three-quarters of survey respondents were satisfied with police handling of their case and being treated with courtesy and compassion. Among victims of family violence, satisfaction with handling of their case by the police increased slightly – from 64% in 1985 to 80% in 2005.

Satisfaction with the police keeping victims informed about the status of their case increased from a low of 28% of respondents in 1985 to 60% in 2005. And satisfaction with information about services that may help victims of crime increased from less than 20% of respondents in the 1980's (when provided by the police) to 65% in 2005 (when provided by Victim Services). Among victims of family violence, satisfaction with this information increased from 22% in 1983 to 86% in 2005.

Victims' Experiences Regarding the Principles of the *Victims of Crime Act*

Results from the analysis of the 2005 survey indicated that victims' experiences are consistent with all but one of the Principles of the *Victims of Crime Act*. The overwhelming majority of victims were satisfied with the following Principles: being treated with courtesy, respect, compassion, and respect for their dignity; having their views and concerns considered; preparing a victim impact statement and having it considered by the court; and being informed about the offender's status regarding

probation terms. The majority of respondents were satisfied with the following: being informed about services that may be helpful for victims of crime; being informed about the progress of their case; being informed about court procedures and the role of the victim in court proceedings; being protected from intimidation, retaliation and harassment; and having stolen property returned to them as soon as possible. The majority of respondents, however, were dissatisfied with receiving prompt and fair financial redress for the harm they had suffered.

Satisfaction with Services

Victim satisfaction with each component of the justice system was positive overall. With respect to the police, approximately three-quarters of survey respondents were satisfied with the handling of their case and the provision of information. With respect to Victim Services, fully 85% of respondents were satisfied with the provision of information about the status of their case and approximately three-quarters were satisfied with the provision of information about the criminal justice system, emotional support, and follow-up regarding their case. The major areas identified by respondents where Victim Services was of most help included guiding the victim through the case, providing information on the status of the case, and showing compassion toward the victim. All of the respondents who availed themselves of Victim Services said they would recommend the service, and almost everyone agreed that Victim Services had met their needs.

The majority of survey respondents who had involvement with the Crown were satisfied with the handling of their case and the provision of information. Regarding the court process, the majority of respondents expressed satisfaction with being notified of court dates and handling of their case. And the overwhelming majority were satisfied with being accompanied to court and being provided with information and support after the court process by Victim Services. However, less than half (42%) of those surveyed were satisfied with sentencing by the court.

Eight of the cases surveyed were handled by alternative measures. The majority of these respondents were satisfied with the provision of information, how their case had been handled, and the conditions of the agreement; however, only one-half of the respondents were satisfied with the outcome. All 12 of the survey participants who had contact with a probation officer were satisfied with the provision of information.

More than three-quarters of the 17 victims of family violence surveyed for the study were satisfied with being offered options for their protection, including no contact/stay away order and Emergency Protection Order, as well as referrals to Victim Services and Transition House Association. Three-quarters of the victims found the order(s) helpful in protecting them from the offender. Victims of family violence, in particular, appeared grateful that Victim Services workers were there to provide reassurance, understanding and guidance – or just a listening ear. All six of the victims of family violence who required legal services had retained the services of a legal aid lawyer and four of these six victims were satisfied with both the assistance received from legal aid and the timeliness of the response.

Satisfaction with the Outcome of the Cases

Results from the analysis indicate that the majority of survey participants were not satisfied with the outcome of their case. Almost one-half (48%) of respondents said the penalty was not appropriate for the offence and more than one-half (59%) said it was not sufficient to deter further offences. Two-fifths of the respondents were satisfied with the outcome of their case (40%) and justice being served (39%). Less than a third (31%) said they believed the offender had taken responsibility for the crime.

Ongoing Monitoring of Victims' Experiences

The fourth objective of this report is to present a plan that will facilitate ongoing monitoring of victims' experiences and satisfaction with criminal justice processes. It is recommended that victims' experiences and satisfaction with criminal justice processes be monitored by means of the following research instruments: revised intake form for all clients of Victim Services that would include basic demographic information, contact information, and signed consent for subsequent contact; one-page exit survey questionnaire with satisfaction ratings; and telephone survey of randomly-selected clients three to six months after case closure.

Conclusions

This report documents a fairly high level of satisfaction among victims of crime with criminal justice services in the province. Overall, the victims surveyed for this study were very positive in rating their satisfaction with the services provided by the police, Victim Services, the Crown, probation, as well as the court and alternative measures processes, and services for victims of family violence.

People tended to be very satisfied with Victim Services, which provides a vital service to victims of crime in Prince Edward Island, and particularly to victims of family violence. The survey results indicate that Victim Services has done an excellent job in developing services that meet critical needs of all victims of crime.

Overall, the clients of Victim Services who participated in the survey indicated positive experiences that are consistent with the Principles of the *Victims of Crime Act*, with the exception of receiving prompt and fair financial redress for the harm suffered. Client feedback found that the majority of crime victims are treated with courtesy, respect, and compassion by all components of the criminal justice system. The majority of victims expressed satisfaction with being kept informed about the status of their case; however, a number of people said they wanted to be better informed, particularly by the police.

With respect to case outcomes, however, victims were considerably less satisfied. Only two-fifths of respondents were satisfied with the outcome of their case

and with justice being served. And less than a third of the respondents said they believed the offender had taken responsibility for the crime.

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The author also wishes to thank Carol Gallant, Administrative Support for the Victim Services Summerside office, who contacted selected victims for their permission to be contacted by the researchers. Special thanks to Marian Bruce who assisted with the interviews and the analysis of qualitative information.

We gratefully acknowledge the participation of victims of crime who took part in the telephone interviews. Their answers to the questions provided a better understanding of the needs, experiences and satisfaction of victims of crime regarding the criminal justice system. We also acknowledge the participation and cooperation of the managers and directors of victims' programs across Canada who provided information about their research into clients' experiences and satisfaction.

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1.0 INTRODUCTION TO THE STUDY

1.1 Background

This study, which was completed by Equinox Consulting Inc., was designed to ask victims of crime about their experiences with the justice system. The study was funded by the Department of Justice Canada and was sponsored by the Victim Services Advisory Committee[1]. Research methods and instruments and the format of the final report were developed in consultation with members of the Victim Services Advisory Sub-committee.

1.2 Study Objectives

The primary goal of the study was to obtain information from victims of crime in Prince Edward Island regarding what they needed from the criminal justice system, what they received, and their level of satisfaction with services received.

Specific objectives of the study were to:

1. Identify the needs and experiences of victims of crime, and compare these findings with research conducted in the 1980's.

2. Assess the extent to which victims' reported experiences are consistent with the Principles of the *Victims of Crime Act*.

3. Assess client satisfaction with current services and the outcomes associated with each component of the justice system.

4. Develop a sustainable mechanism to facilitate ongoing monitoring of victims' experiences and satisfaction with criminal justice processes so that trends and gaps can be monitored over time.

1.3 Methodology

The primary data collection methods were telephone interviews with victims of crime and a review of relevant documents. The interviews followed strict ethical guidelines, including informed consent, assurance of confidentiality, and the right to

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[1] The Victim Services Advisory Committee included representation from Victim Services, Justice Policy Division – Office of Attorney General, Police, Crown Attorneys, Probation Services, Law Society of PEI, Transition House Association, Newcomers to Canada Association, Community Legal Information Association, PEI Rape and Sexual Assault Centre, PEI Advisory Council on the Status of Women, and Senior Citizens Federation, as well as the education and business sectors.

refuse to participate. The document review included research on victims' needs and experiences in PEI that was conducted in the 1980's, as well as research conducted elsewhere in Canada. In addition, managers and directors of victims' programs across Canada were surveyed for information about any research initiatives with respect to monitoring clients' experiences and satisfaction.

The target population for the telephone survey was all clients of Victim Services in PEI whose cases were concluded during the two-year period January 2003 to December 2004. Of the 1860 clients in total, 232 were randomly selected for initial contact by a staff person within Victim Services in order to obtain verbal consent for contact by the researchers.

Many of the 232 selected clients could not be contacted because either they had moved or their telephone number was no longer in service[2]. A total of 77 clients gave verbal consent to be contacted by the researchers, and of these, 67 participated in the survey. Ten of the clients who had given verbal consent were not interviewed for the following reasons: client could not be contacted despite calls at different times of the day and evening and did not respond to messages (5); client declined with no reason given (2); client declined because of having no recollection of the particular incident (2); client had moved and no forwarding telephone number was available (1).

The questions on the survey were designed to collect both qualitative and quantitative information about client perceptions in the following areas:

- level of involvement in the criminal justice system and process;
- need for information and support after the incident and during the court process;
- level of satisfaction with services and supports provided by police, Victim Services, the Crown, the court process, alternative measures, probation and parole, and family violence response;
- level of satisfaction with the outcome of the case, the penalty, compensation for financial loss and restitution.

Survey questions were also designed to collect selected demographic data about the clients, as well as their suggestions for improving the services offered by Victim Services. Any questions related to the methodology used for the survey can be answered directly by the author, Brenda Bradford at (902) 621-0193.

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[2] Although the target population for the telephone survey was all Victim Services' clients whose cases were concluded during 2003 – 2004, the incident may have occurred earlier. For example, in 39% of the cases surveyed, the incident occurred prior to 2003.

2.0 VICTIM SERVICES

2.1 Mandate

Victim Services provides a client-centred service for victims of crime, assisting clients throughout their involvement with the criminal justice process.

The mandate of Victim Services is to:

- assist victims as needed throughout their contacts with the criminal justice system;
- help victims to access other needed services;
- receive applications for criminal injuries compensation and investigate claims on behalf of the Minister;
- assist with the preparation and filing of victim impact statements;
- assist justice personnel and community agencies in providing services to victims;
- promote the Statement of Principles set out in the *Victim of Crime* Act.

2.2 Gender and Age of Victim Services' Clients

In 2003/2004, there were 1086 new Victim Services' cases. Of these victims, 64% were female and 36% were male. As shown in Table 2.1, 30% of new clients (i.e., those whose ages were recorded) were under 21 years; 47% were 21 to 40; and 24% were over 40 years.

Table 2.1 Age Range of Victim Services' new clients (2003/04)

Age Range	Percentage
under 12 years	4%
12 to 20 years	26%
21 to 40 years	47%
41 to 60 years	19%
61 years and older	5%
Total	100%

2.3 Offence Type and Offender Information

At 37% of new Victim Services' cases in 2003/2004, assault (common assault to aggravated assault) was the most frequent type of crime. The next most frequent types of crime included theft (13%), sexual assault (9%), break and enter (8%) and uttering threats (8%).

Victim Services cases are categorized in the following classifications: general, sexual abuse, wife abuse, other family abuse, and commercial/institutional. Table 2.2 presents the percentages of new cases by case classification in 2002/03 and 2003/04.

Table 2.2 Victim Services' new cases by type of client (2002/03 - 2003/04)

Type of Client	2002/03	2003/04
General (break and enter, damage to property, theft, general assaults, etc.)	47%	54%
Wife Abuse	29%	27%
Sexual Abuse	11%	9%
Other Family Abuse	8%	8%
Commercial/Industrial	5%	2%
Total	100%	100%

In 2003/2004, 88% of Victim Services' clients had been victimized by an adult offender and 12%, by a young offender.

In 337 new Victim Services' cases (31%), there was a family-type relationship between the victim and the suspect or offender. In 292 cases (27%), the suspect or offender was a male partner or ex-partner (either current or former husband, common-law husband or boyfriend).

2.4 Police Jurisdiction

Table 2.3 shows the police agency involved with each of the Victim Services' new cases in 2003/2004. More than half of all cases were handled by Charlottetown Police Department (33%) and Charlottetown RCMP (24%).

Table 2.3 Police agency involved in Victim Services' new cases (2003/2004)

Police Jurisdiction	No.	%
Alberton RCMP	91	8.3
Borden Police Department	0	0
Charlottetown Police Department	360	33.2
Charlottetown RCMP	255	23.5
Kensington Police Department	2	0.2
Montague RCMP	102	9.4
Summerside RCMP	65	5.9
Summerside Police Department	138	12.7
Souris RCMP	64	5.9
Out of Province/Other	9	0.8
Total	1086	100.0

3.0 THE SURVEY PARTICIPANTS

3.1 Year of Incident

This study involved interviews with 67 clients of Victim Services whose cases were concluded during the two-year period January 2003 to December 2004. Approximately 39% of the incidents or crimes in these cases occurred prior to 2003, while 46% occurred in 2003 and 15% in 2004 (Table 3.1).

Table 3.1 Year of crime in cases surveyed

Year	No.	%
Prior to 2002	6	9.0
2002	20	29.9
2003	31	46.3
2004	10	14.9
Total	67	100.0

3.2 Gender and Age of Survey Participants

Of the 67 Victim Services' clients surveyed for the study, 60 (90%) were individual victims and seven (10%) were representatives of a business or organization. Forty-two (70%) of the individual victims were female and 18 (30%) were male. The mean (average) age of the victims at the time of the incident or crime was 37.8 years. Approximately 17% of the respondents were under 21 years of age; 45% were 21 to 40 years; and 38% were over 40 years (Table 3.2).

Table 3.2 Age of survey respondents when incident occurred

Age Range	No.	%
under 12 years	0	0
12 to 20 years	10	16.7
21 to 40 years	27	45.0
41 to 60 years	17	28.3
61 years and older	6	10.0
Total	60	100.0

3.3 Offence Type and Offender Information

Of the 67 primary offences in the cases surveyed, 37 (55%) were offences against the person and 30 (45%) were offences against property. The majority of female respondents (69%) were victims of a crime against the person; the majority of male respondents (56%) were victims of a property crime:

- Of the 42 female victims, 29 (69%) were victims of a crime against the person and 13 (31%) were victims of a property crime.

- Of the 18 male victims, eight (44%) were victims of a crime against the person and ten (56%) were victims of a property crime.

At 45% of the cases surveyed, the most frequent type of offence was assault, including general assault, wife assault, sexual assault, and assault causing bodily harm. The next most frequent types of crime included break and enter (13% of cases), theft under $1,000 (9%), theft over $1,000 (9%), and fraud (6%) (Table 3.3). (Note: In two cases that each involved multiple offences, the more serious offence is cited.)

Table 3.3 Offence type in cases surveyed

Offence	No.	%
General assault	12	17.9
Wife assault	11	16.4
Break and enter	9	13.4
Sexual assault	6	9.0
Theft under $1,000.	6	9.0
Theft over $1,000.	5	7.5
Wilful damage	5	7.5
Fraud	4	6.0
Utter threats	3	4.5
Assault causing bodily harm	1	1.5
Dangerous impaired driving causing bodily harm	1	1.5
Impaired driving with property damage	1	1.5
Dangerous driving causing bodily harm	1	1.5
Breach no contact	1	1.5
Harassment	1	1.5
Total	67	100.0

As shown in Table 3.4, 52 (78%) of the cases involved an adult offender; ten (15%) involved a young offender; and one (2%) involved both (in one case the suspect was not able to be identified and in three cases, data on the offender was not available).

Table 3.4 Status of offender in cases surveyed

Status	No.	%
Adult offender	52	77.6
Young offender	10	14.9
Both	1	1.5
Suspect not able to be identified	1	1.5
Data not available	3	4.5
Total	67	100.0

In one-quarter (25%) of the cases surveyed, there was a family-type relationship between the victim and the offender (Table 3.5).

Table 3.5 Victim/offender relationship in cases surveyed

Relationship	No.	%
Married/ex-spouse	7	10.4
Common-law/ex-common law	6	9.0
Boyfriend/girlfriend	2	3.0
Parent/stepparent	2	3.0
Other Relative	2	3.0
Acquaintance/neighbour	14	20.9
Employment relationship	3	4.5
Other relationship	1	1.5
Offender unknown to victim or no relationship	27	40.3
Suspect not able to be identified	1	1.5
Data not available	7	10.4

Note: percentages do not total 100 because in five cases there were multiple offenders.

3.4 Police Jurisdiction

Table 3.6 shows the police agency involved with each of the cases surveyed. As shown, more than half of the cases were handled by Charlottetown Police Department (33%) and Charlottetown RCMP (19%).

Table 3.6 Police agency involved in each case surveyed

Police Jurisdiction	No.	%
Alberton RCMP	6	9.0
Borden Police Department	0	0
Charlottetown Police Department	22	32.8
Charlottetown RCMP	13	19.4
Kensington Police Department	1	1.5
Montague RCMP	9	13.4
Summerside RCMP	3	4.5
Summerside Police Department	8	11.9
Souris RCMP	5	7.5
Total	67	100.0

3.5 Comparison of Victim Services' Clients and Survey Participants

The cases surveyed for this study were fairly representative of Victim Services' new cases in 2003/2004, particularly with respect to the gender and age of the victims, offence type, status of offender, relationship between victim and offender, and police jurisdiction (Table 3.7).

Table 3.7 Comparison of characteristics: Victim Services' new cases and cases surveyed

Characteristic of Victim/Case	Victim Services Clients n = 1,086	Survey Participants n = 67
Gender		
Female	64%	70%
Male	36%	30%
Age		
Under 20 years	30%	17%
21 to 40 years	47%	45%
41 years and older	24%	38%
Offence type		
Assault	37%	45%
Theft	13%	16%
Sexual assault	9%	9%
Break and enter	8%	13%
Uttering threats	8%	5%
Status of offender		
Adult offender	88%	84%
Young offender	12%	16%
Family-type relationship: victim &offender	31%	26%
Police Jurisdiction		
Charlottetown Police Department	33%	33%
Charlottetown RCMP	24%	19%
Summerside Police Department	13%	12%
Montague RCMP	9%	13%
Alberton RCMP	8%	9%
Summerside RCMP	6%	5%
Souris RCMP	6%	8%
Kensington Police Department	2%	2%

4.0 NEEDS OF VICTIMS OF CRIME

4.1 Needs of Victims After the Incident

The first objective of this study was to Identify the needs of victims after the incident/crime. Therefore, the 67 Victim Services' clients surveyed for the study were asked to identify specific services (i.e., information or support) that they needed after the incident, regardless of whether they had received the service (Tables A-1, A-2 in Appendix A).

The percentage of respondents who indicated they needed each of the services are as follows:

- information about the status of their case 74%
- information about the criminal justice process 67%
- information about how being a victim of crime or trauma may affect people . 64%
- help to understand the roles of police, Crown attorneys, and Judges 58%
- emotional support 55%
- information about other services 49%
- help in making contact with others in the criminal justice system. 45%
- help in making contact with police 24%

Compared to victims of a property crime, victims of a crime against the person were more likely to need the following services:

- information about how being a victim of crime or trauma may affect people (81% versus 43%);
- emotional support (78% versus 27%);
- help in making contact with police (35% versus 10%).

More than half of the victims of family violence surveyed for the study said they needed all of the services, and more than three-quarters needed emotional support, information about how being a victim of crime may affect people, and information about the criminal justice process. The number and percentages of family violence victims (n=17) who needed each of the services are as follows:

- emotional support 16 (94%)
- information about how being a victim of crime may affect people 15 (88%)
- information about the criminal justice process 13 (77%)
- information about the status of their case 12 (71%)
- information about other services 11 (65%)
- help to understand the roles of police, Crown attorneys, and Judges 9 (53%)
- help in making contact with others in the criminal justice system. 9 (53%)
- help in making contact with police 9 (53%)

When the 67 survey participants were asked whether they needed additional services after the incident, 18 (27%) said yes. Two respondents each said they needed counselling and information about the outcome of the case (i.e., the sentence and what happened to the offender). And one respondent each cited the following needs: information about the police statement; information on what was happening with probation; information about what the victim should do; help for the offender; addictions counselling for the offender; insurance; towing service; reimbursement for replacing things that had been stolen; and understanding.

4.2 Needs of Victims Regarding Court

Of the 67 Victim Services' clients surveyed, 26 (39%) reported being involved in the court process. These clients were asked to indicate their need for specific services regarding the court process, whether or not they had received the service (Table A-3, Appendix A).

The percentages of respondents who reported needing each of the services related to the court process are as follows:

- someone to prepare them for the experience of being a witness 89%
- information about the court process 84%
- someone to attend court with them 81%
- emotional support 62%
- information about the processes that follow sentencing by the courts, such as jail, probation or conditional sentences 56%
- help making contact with others in the criminal justice system, such as parole, probation or other corrections workers 33%

4.3 Impact of Incident on Victims

The victims surveyed for this study rated the extent to which the incident had affected them, their family, or their employees. Fully 87% of respondents reported being affected by the incident to a great or to some extent, with almost half (46%) being affected to a great extent (Table A-4, Appendix A).

- Compared to victims of a property crime, victims of a crime against the person were more likely to report being affected to a great extent by the incident (62% versus 27%).

- Of the 17 victims of family violence surveyed, 16 (94%) said they were affected by the incident, with 11 (65%) affected to a great extent.

When asked to explain how the incident had affected them, their family, or their employees, 55 (82%) responded as follows:

- victim was fearful of repeat offences 24 (44%)
- victim experienced emotional stress 10 (18%)
  (nightmares; embarrassment; humiliation; anger)
- family unit destroyed or stressed 6 (11%)
- victim experienced financial loss 4 (7%)
- child afraid of father 3 (6%)
- victim angry at justice system 3 (6%)
- victim fearful of relationships with men 3 (6%)
- reputation of business suffered 2 (4%)

In addition, one respondent each identified the following effects: male children became abusive; children experienced less stress after offender left the home; offender stopped harassing victim; offender stopped drinking; children began communicating better; victim learned how justice system worked.

Quotes from respondents include the following:

> *"I know what my rights are now. I didn't before. I have all the pamphlets and phone numbers ready. I told him to shape up or he was out the door."*
>
> *"It has put an awful strain on us. We don't even go out as a couple any more. One of us has to stay home and watch the house."*
>
> *"I experienced total embarrassment over the whole thing. Nobody knew about it until it hit the papers. Then everybody knew – my parents, my friends, everybody."*
>
> *"I live with fear all the time."*
>
> *"Our reputation as a [business] suffered. Our rules, regulations and checking procedures had to be revamped. Our employees were looking over their shoulder all the time. The trust we had in each other was destroyed for a while."*

5.0 *VICTIMS OF CRIME ACT*

5.1 Principles of the *Victims of Crime Act*

The second objective of this study was to assess the extent to which victims' reported experiences were consistent with the Principles of the *Victims of Crime Act*. To this end, the survey participants were asked to rate their satisfaction with each component of the criminal justice system regarding the Principles.

The Principles of the *Victims of Crime Act* Principles are:

a. Victims should be treated with courtesy and compassion and with respect for their dignity, privacy and convenience.

b. Victims should receive prompt and fair financial redress for the harm they have suffered.

c. Victims should be informed of and should have access to services including social, medical, legal and mental health assistance.

d. Victims should be informed about the progress of the investigation and prosecution of the offence, court procedures, the role of the victim in court proceedings and the ultimate disposition of the proceedings.

e. Victims are entitled, where their personal interests are affected, to have their views and concerns brought to the attention of the court where consistent with criminal law and procedure.

f. Victims and their families should be protected from intimidation, retaliation and harassment.

g. Victims should have their stolen property returned to them as soon as possible after recovery by law enforcement authorities.

h. Victims are entitled to prepare a victim impact statement and have it considered by the court at sentencing.

i. Victims are entitled to be informed about the offender's status, including release dates, parole eligibility and probation terms.

5.2 Victim's Experiences Regarding the Principles

a. *Victims should be treated with courtesy and compassion and with respect for their dignity, privacy and convenience.*

Police

Sixty-five (97%) of the victims surveyed for this study recalled contact with the police following the incident. Of these:

- 58 respondents (89%) were satisfied and six (9%) dissatisfied with being treated with courtesy and respect by the police (Table A-5, Appendix A).

- 54 respondents (83%) were satisfied and nine (14%) dissatisfied with being treated with compassion by the police (Table A-5, Appendix A).

Victim Services

Fifty-three survey participants (79%) availed themselves of services offered by Victim Services. Of these:

- 51 respondents (96%) were satisfied and none dissatisfied with being treated with courtesy and respect by Victim Services (Table A-7, Appendix A).

- 50 respondents (94%) were satisfied and two (4%) dissatisfied with being treated with compassion by Victim Services (Table A-7, Appendix A).

- 52 (98%) were satisfied and one (2%) dissatisfied with having their privacy respected by Victims Services (Table A-7, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be very satisfied with having their privacy respected (70% versus 43%).

The Crown

Seventeen (25%) of the survey participants had contact with a Crown attorney following the incident or crime. Of these:

- 12 respondents (71%) were satisfied and two (12%) dissatisfied with being treated with courtesy and respect by the Crown (Table A-8, Appendix A).

- 11 respondents (65%) were satisfied and four (24%) dissatisfied with being treated with compassion by the Crown (Table A-8, Appendix A).

The Court Process

Twenty-six (39%) of the survey participants reported being involved with the court process. Of these:

- 23 respondents (89%) were satisfied and two (8%) dissatisfied with being treated with courtesy and respect during the court process (Table A-9, Appendix A).

Probation

Of the 12 (18%) respondents who had contact with a probation officer:

- ten respondents (83%) were satisfied and none dissatisfied with being treated with courtesy and respect by the probation officer (Table A-10, Appendix A).

- ten respondents (83%) were satisfied and none dissatisfied with being treated with compassion by the probation officer (Table A-10, Appendix A).

- ten respondents (83%) were satisfied and one (8%) dissatisfied with having their privacy respected by probation (Table A-10, Appendix A).

b. *Victims should receive prompt and fair financial redress for the harm they have suffered.*

When asked to rate their satisfaction with being compensated for financial loss, 37 survey participants responded. Of these, nine respondents (24%) were satisfied and 25 (68%) dissatisfied with being both promptly and fairly compensated for financial loss (Table A-11, Appendix A). Nineteen respondents (28%) said that restitution had been ordered in their case (Table A-12, Appendix A). Of these, eight respondents (43%) said that the restitution had been paid either fully (12%) or partially (32%) (Table A-13, Appendix A).

c. *Victims should be informed of and should have access to services including social, medical, legal and mental health assistance.*

Asked to rate their satisfaction with being provided with information about services that may assist victims of crime, 49 victims responded. Of these, 33 (65%) were satisfied and four (8%) dissatisfied with the provision of information about other services (Table A-6, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be very satisfied with the provision of information about other services (43% versus 17%). Fully 86% of victims of family violence were satisfied with the provision of information about other services.

d. *Victims should be informed about the progress of the investigation and prosecution of the offence, court procedures, the role of the victim in court proceedings and the ultimate disposition of the proceedings.*

Survey participants rated their satisfaction with being informed about the progress of their case, status of their case, what was expected of the victim in court, and outcome of the court process as follows:

- 39 respondents (60%) were satisfied and 17 (26%) dissatisfied with the provision of information about the progress of their case by the police (n=65) (Table A-5, Appendix A).

- 45 respondents (85%) were satisfied and three (6%) dissatisfied with the provision of information about the status of their case by Victim Services (n=53) (Table A-6, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be very satisfied with the provision of information about case status by Victim Services (72% versus 43%).

- 16 respondents (76%) were satisfied and three (14%) dissatisfied with the provision of information, by Victim Services, about what was expected of the victim in court (n=26) (Table A-9, Appendix A).

- 17 respondents (74%) were satisfied and three (13%) dissatisfied with the provision of support and information after the court process by Victim Services.

e. ***Victims are entitled, where their personal interests are affected, to have their views and concerns brought to the attention of the court where consistent with criminal law and procedure.***

The victims surveyed for the study were asked to rate their satisfaction with having their views and concerns considered by the police, Victim Services, the Crown and probation, and during the Alternative Measures process.

- 56 respondents (86%) were satisfied and 11% dissatisfied with having their views and concerns considered by the police (n=65) (Table A-5, Appendix A).

- 49 respondents (93%) were satisfied and three (6%) dissatisfied with having their views and concerns considered by Victim Services (n=53) (Table A-7, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be very satisfied with having their views and concerns considered by Victim Services (68% versus 40%).

- 11 respondents (65%) were satisfied and three (18%) dissatisfied with having their views and concerns considered by the Crown (n=17) (Table A-8, Appendix A).

- ten respondents (83%) were satisfied and one (8%) dissatisfied with having their views and concerns considered by probation (n=12) (Table A-10, Appendix A).

- seven respondents (88%) were satisfied and one (13%) dissatisfied with having their views and concerns considered in the alternative measures process (n=8) (Table A-16, Appendix A).

f. ***Victims and their families should be protected from intimidation, retaliation and harassment.***

When asked to rate their satisfaction with having been protected from intimidation, retaliation and harassment, 63% of the respondents were satisfied and 24% dissatisfied (Table A-17, Appendix A). Of the 17 victims of family violence surveyed, eight (47%) were satisfied and seven (41%) dissatisfied with being protected.

g. ***Victims should have their stolen property returned to them as soon as possible after recovery by law enforcement authorities.***

Twenty-four (36%) survey participants reported stolen property. Of these:

- 16 respondents (57%) said their stolen property had been returned (seven indicated all or most and nine, some); while seven (30%) said their stolen property had not been returned (Table A-18, Appendix A).

- Of the 16 respondents who had their stolen property returned, 14 (88%) were satisfied and two (12%) dissatisfied with how long this took (Table A-19, Appendix A).

h. ***Victims are entitled to prepare a victim impact statement and have it considered by the court at sentencing.***

Of the 53 survey participants who availed themselves of Victim Services, 44 (83%) had completed a victim impact statement; five (9%) had not; and four (8%) were uncertain (Table A-20, Appendix A). Asked why they had not completed a victim impact statement, two respondents explained that it was not necessary or applicable in their case; and one respondent each cited the following: the case had not gone to court or went by way of alternative measures; the victim preferred that the offender did not know how the incident had impacted them; and the offender was a friend of the family.

Of the 44 respondents who had completed a victim impact statement, 28 (64%) said the statement had been considered during the court or criminal justice process, while seven (16%) did not think it had been considered, and 12 (21%) were uncertain (Table A-21, Appendix A). Of the 44 respondents who completed a victim impact statement, 41 (93%) were satisfied with the provision of information and advice by Victim Services (Table A-6, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be very satisfied with the provision of information and advice on a victim impact statement (57% versus 30%).

i. ***Victims are entitled to be informed about the offender's status, including release dates, parole eligibility and probation terms.***

As described earlier in this section of the report, the majority of survey respondents were satisfied with the provision of information about the progress or status of their case by the police (60%) and Victim Services (85%). In addition, almost three-quarters (74%) of respondents were satisfied with the provision of support and information after the court process by Victim Services. And of the 12 respondents who had contact with a probation officer, 11 (92%) were satisfied with having been advised of probation conditions, while one (8%) was neutral (Table A-10, Appendix A). None of the cases surveyed had involved a period of incarceration; therefore, there was no contact with parole and no need for information about release dates.

6.0 VICTIM SATISFACTION WITH SERVICES

6.1 The Police

Of the 67 victims of crime surveyed, 65 (97%) recalled contact with the police after the incident or crime. Of these:

- 47 respondents (72%) were satisfied and 12 (18%) dissatisfied with how the police had handled their case (Table A-5, Appendix A).

- 51 respondents (80%) were satisfied and nine (14%) dissatisfied with being provided with information they needed by the police (Table A-5, Appendix A).

Forty-one respondents provided general comments about how the police had handled their case. Positive comments were that the police: generally did a good job (ten respondents); were fine/excellent/great (9); went above and beyond the call of duty (5); kept the victim informed (3); were understanding about the victim's complaints (2); conducted a thorough investigation (2).

Quotes from these victims included the following:

> "*The police handled our case excellent. They took it as far as they could take it."*
>
> *"I could really count on them. Every time something happened, within minutes, I was talking to the same officer. I was very impressed."*
>
> *"I had no trouble getting whatever information I needed – I just phoned the police."*

Negative comments were that the police: seemed to diminish the seriousness of the crime (i.e., were unsympathetic to victim, appeared to believe the offender, underestimated damage, put onus on victim to lay charges) (13 respondents); failed to keep the victim informed (6); misled victim about the justice process (1); proceeded with charge against victim's wishes[3] (1); failed to do a thorough investigation (1).

Quotes from these victims included the following:

> *"They weren't taking it seriously. They said [the theft] was just one of many in the area. I never heard from them again."*

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[3] Prince Edward Island has a spousal abuse charging policy which directs that police lay charges in all domestic violence cases where there are reasonable and probable grounds to believe an assault has taken place.

"Sometimes my 'ex' harasses me on the phone, yells at me. I called the police and tried to complain, but they say, 'There's nothing we can do – don't get hysterical.' I felt that they believed him, not me."

"Once the suspect was caught we never heard from the police again. I wouldn't know to this day what happened except for reading it in the paper."

6.2 Victim Services

Of the 67 victims interviewed for this study, 35 (52%) said they knew about Victim Services prior to the crime or incident (Table A-22, Appendix A). Forty-nine respondents (73%) recalled being referred to Victim Services after the incident, with 21 (31%) reporting referral by the police. Other sources of referral included friends, relatives, Transition House Association staff, Crown attorney, Child and Family Services staff, nurse, and social worker. In 12 cases (18%), the victims were contacted directly by Victim Services.

Victim Services offers the following assistance to victims of crime:

- information about case status, the criminal justice system, and court procedures;
- emotional support and short-term counselling;
- referrals for legal, financial and long-term counselling or other services;
- assistance through the court process and with preparation of victim impact statements;
- investigation of applications for criminal injuries compensation;
- assistance under the *Victims of Family Violence Act*.

Everyone who is contacted by Victim Services, however, may not avail themselves of the services that are offered; therefore, the number of respondents rating each of the following services may vary. In this study, 53 respondents (79%) availed themselves of one or more services offered by Victim Services, and of these:

- 39 respondents (77%) were satisfied and five (10%) dissatisfied with the provision of information about the criminal justice system (n=51) (Table A-6, Appendix A).
- 21 respondents (70%) were satisfied and three (8%) dissatisfied with emotional support and short-term counselling (n=40) (Table A-6, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be <u>very satisfied</u> with emotional support (43% versus 17%).

- 38 (72%) respondents were satisfied and 11 (21%) dissatisfied that Victim Services had followed up as needed (n=53) (Table A-7, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to be very satisfied that Victim Services had followed up as needed (51% versus 27%).

All (100%) of the survey participants who availed themselves of Victim Services agreed that they could talk to someone when they needed and that they would recommend Victim Services to others in a similar situation. Fifty respondents (94%) agreed that Victim Services had met their needs.

The most important or helpful form of assistance the respondents received from Victim Services were as follows:

- helped walk victim through the case 13 (25%)
- provided information on status of case 11 (21%)
- showed compassion toward victim 9 (17%)
- listened to victim 7 (13%)
- provided reassurance to victim 7 (13%)
- helped complete victim impact statement 6 (11%)
- contacted other agencies 2 (4%)
- helped alleviate ongoing stress 2 (4%)
- recommended counselling 1 (2%)

Quotes from these victims included the following:

"*Somebody listened and believed what I was telling them."*

"I felt like I was their top priority."

"Understanding and compassion are the words I would use."

"The Victim Services workers got permission for me to speak to the probation officer. They lined that up. I don't think I would have been able to do that on my own."

"They let me know that I was not alone – that it [spousal assault] was not my fault, not normal, and not appropriate."

When asked for general comments about how Victim Services had handled their case, 11 responded. Three respondents explained that Victim Services had done everything possible for the victims and one respondent each said that Victim Services had made them comfortable, had supported them in court, and had taught them that decent people existed. Three respondents complained that Victim Services did not supply enough information and one respondent each complained that Victim Services had seemed to sympathize with the offender, had failed to follow up with victim, and had spent too much time on a minor incident.

Quotes from these victims included the following:

> *"I just put them down as angels. Nobody ever used me as good as they did. I didn't know there were such nice people in the world."*
>
> "*I don't think I would have got through it [the court process] without my representative. They went out of their way to help me, right from the receptionist on up."*
>
> *"I dealt with three different ladies, and they were all very good. They made me feel almost as though I was part of their family."*

Survey respondents suggested the following changes or improvements regarding Victim Services:

- Do better follow-up with victim . . . . . 4 respondents
- Publicize role of Victim Services 3
- Change procedures re victim impact statement 3
  (Parameters are too strict; victim should be able to read Statement in court[4])
- Give victims more specific advice 2
  (re: Anderson House; victim impact statement)
- Meet face-to-face with victims 1
- Bypass police as victim's initial contact 1
- Acquire power to enforce court orders 1
- Be more concise in dealing with minor crimes 1

In summary, victims of spousal abuse, in particular, appeared extremely grateful that Victim Services workers (including the receptionist, one woman observed) were there to provide reassurance, understanding and guidance – or just a listening ear. If there were complaints about Victim Services, they often came from people who misunderstood the agency's role and/or the scope of its powers. For instance, there were a few complaints about the victim impact statement, mostly that its parameters were too rigid, and failed to take into account unique circumstances. A number of people either thought Victim Services was responsible for seeing that restitution was paid, or thought that the agency should have the power to do so. A few victims suggested that the role of Victim Services should be better publicized.

[4] Victims do have the right to read their victim impact statement in court.

6.3 The Crown

Seventeen survey participants (25%) reported contact with a Crown attorney after the incident or crime. Of these:

- 11 respondents (65%) were satisfied and three (18%) dissatisfied with how their case had been handled by the Crown attorney (Table A-8, Appendix A).

- 12 respondents (71%) were satisfied and three (18%) dissatisfied with the provision of information they needed by the Crown (Table A-8, Appendix A).

When asked for general comments about how the Crown attorney had handled their case, nine responded. With respect to positive comments, two participants said the Crown attorney had handled their case appropriately, and one respondent each said the Crown had explained the process clearly and was supportive of the victim. With respect to negative comments, two respondents complained that the Crown attorney had failed to adequately prepare the victim. In addition, one respondent each said that the Crown attorney had: dropped the case; failed to debrief after the court process; failed to comply with victim's request to drop case; failed to take action in family violence incident; failed to prepare adequately for court. Quotes from these respondents included the following:

> *"[Crown attorney] was cool. I was very impressed...explained things in everyday language and didn't talk over my head...was very down-to-earth and straightforward. I understood fully."*

> *"The Crown attorney didn't return my phone calls and didn't prepare me for being a witness. [Crown attorney] said the guys would be pleading guilty. [Crown attorney] showed up for court Monday morning and told me there was going to be a trial and I would have to testify. [Crown attorney] was totally unprepared, very disorganized...and was asking questions that were hurting more than helping."*

> *"[The offender] was supposed to write a letter of apology and get counselling, but he couldn't get in to counselling for two or three months, so the Crown dropped it. I don't think that was right. [The offender] got off scot-free."*

6.4 The Court Process

Twenty-six (39%) of the survey participants said they had been involved with the court process. Of these:

- 22 respondents (85%) were satisfied and two (8%) dissatisfied with having been advised of court dates in advance (Table A-9, Appendix A).

- 17 (65%) were satisfied and eight (31%) dissatisfied with how their case had been handled in court (Table A-9, Appendix A).

- 11 (42%) were satisfied and 14 (50%) dissatisfied with sentencing by the court (Table A-9, Appendix A).

Seventeen respondents (65%) said they had been accompanied to court by Victim Services. Of these, 16 respondents (94%) found this helpful (Table A-23, Appendix A). Seventeen respondents (74%) were satisfied and three (13%) dissatisfied with the support and information provided by Victim Services after the court process (Table A-9, Appendix A).

Sixteen respondents commented on how their case had been handled in court: two had positive comments and 14 had negative comments. With respect to positive comments, two of the respondents said the court had handled their case efficiently and quickly. Negative comments included the following:

- offender was acquitted . . . . . 5 respondents
- penalty was too light 3
- offender did not get help that was needed 2
- process involved too many delays 2
- victim needed better preparation 2
- victim felt re-victimized by trial 2
  (feared defence lawyer; felt victim was on trial)
- police gave incorrect statement 1

Quotes from these respondents included the following:

> *"I was in the hospital for four or five weeks. The other driver was drunk – the beer bottles just fell out of [his/her] car. [The offender] didn't even lose [his/her] licence. It's kind of hard to understand."*

> *"I have no faith in the justice system now. The court system is so lenient. It seems like the victims are the ones being penalized. All we wanted was peace of mind, but we didn't get it. I'm under a great deal of stress now. [The offender] just laughs at us and says, 'What are you going to do about it? Take me to court and lose again?'"*

> *"This [spousal abuse] has happened to me many, many times. This time, he just got weekends. The more he did it, it seemed, the weaker the sentence was."*

6.5 Alternative Measures

Of the 67 survey participants, eight (12%) said their case had been handled by alternative measures, while three (5%) were unsure. Of these eight respondents, seven (89%) recalled being consulted about having their case handled by alternative measures.

Three respondents (38%) said they had participated in a meeting with the offender, and of these, two respondents were very satisfied with how the meeting was conducted, while one respondent was neutral (Table 24, Appendix A). Of the five respondents who had not participated in a meeting with the offender, four respondent said they would not have wanted to participate in a meeting, while one would have.

Of the eight respondents whose case had been handled by alternative measures:

- five respondents (63%) were satisfied and two (25%) dissatisfied with how their case had been handled (Table A-16, Appendix A).
- six respondents (75%) were satisfied and two (25%) dissatisfied with the conditions of the agreement (Table A-16, Appendix A).
- four respondents (50%) were satisfied and two (25%) dissatisfied with the outcome (Table A-16, Appendix A).
- seven respondents (88%) were satisfied and one (12%) dissatisfied with being provided with the information they needed (Table A-16, Appendix A).

When the survey participants were asked for general comments about how their case was handled by alternative measures, seven responded. With respect to positive comments, two of the victims explained that jail would not have been appropriate or useful for the young offenders involved, and one said that confronting the offender provided closure for the victim. With respect to negative comments, three respondents complained that the penalty was too light; one said the offender failed to comply with an order; and another said the Crown "had dropped the penalty and the offender got off scot-free" because of the length of time it took for the offender to get into the counselling that was ordered.

Quotes from these respondents regarding alternative measures included the following:

> *"I recommend [alternative measures]. I got to go and meet with [offender's] worker and [offender], and [offender] apologized. It closed a book. It let [offender] know how I felt. [Offender] could have killed my kids."*
>
> *"I'm happy with the penalty. [Offender] is just 18 years old. Going to jail would not have helped."*
>
> *"Alternative measures was more informal than a court. There was an open environment, and both sides felt free to talk."*

6.6 Probation and Parole

Twelve (18%) of the survey participants reported contact with a probation officer and none had contact with a parole officer. Of the 12 respondents with contact with a probation officer, all (100%) were satisfied with having been provided with the information they needed (Table A-10, Appendix A).

Asked for general comments about how the probation officer had handled their case, five responded. One person praised the probation officer for doing an excellent job. Two people complained that the probation officer had appeared to sympathize with the offender more than with the victim. And one person each commented as follows: probation officer failed to provide victim with enough information; probation officers talked about the case in the courtroom before court was in session; probation officer did not make enough effort to obtain restitution.

6.7 Family Violence Response

Seventeen (25%) of the survey participants were victims of family violence. Asked whether options for their protection had been discussed after the incident, they identified the following (Table A-25, Appendix A):

- referral to Victim Services 17 (100%)
- no contact or stay away order 16 (94%)
- referral to Anderson House or Outreach services 14 (82%)
- Emergency Protection Order 11 (65%)

Fourteen respondents (88%) were satisfied and two (12%) dissatisfied with being offered options for their protection (Table A-26, Appendix A). Twelve respondents indicated whether the no contact order and/or Emergency Protection Order had assisted them in being protected from the offender: nine respondents (75%) said the order(s) had assisted them, while three (25%) said the order(s) had not (Table A-27, Appendix A).

Six (35%) of the 17 victims of family violence said they had required legal services (Table A-28, Appendix A) and all of these had retained the services of a legal aid lawyer (Table A-29, Appendix A). Four respondents (67%) were satisfied with both the timeliness of the response and assistance from legal aid (Table A-30, Appendix A).

Asked for general comments about legal aid services, three people responded with positive comments. Two of these victims simply said that they were very pleased with their lawyer, and the third explained that the lawyer handled the case quickly and efficiently. "*I was very happy with the Legal Aid lawyer.",* one victim said. "*The lawyer discussed everything with me, and explained what my options were. I felt really good about that."*

7.0 VICTIM SATISFACTION WITH OUTCOMES

7.1 Victim Reaction to the Penalty

The 67 clients of Victim Services who were interviewed for this study were asked whether the penalty was both appropriate for the offence and sufficient to deter further offences. They responded as follows:

- 22 respondents (36%) said the penalty was appropriate for the offence; 29 (48%) said it was not; and ten (16%) were uncertain (n=61) (Table A-31, Appendix A).

- 13 respondents (21%) said the penalty was sufficient to deter further offences; 36 (59%) said it was not; and 12 (20%) were uncertain (n=61) (Table A-32, Appendix A). Compared to victims of a property crime, victims of a crime against the person were more likely to say that the penalty was sufficient to deter further offences (30% versus 7%). Seven (41%) of the victims of family violence said the penalty was sufficient to deter further offences.

7.2 Victim Reaction to the Outcome of Their Case

When asked to rate their satisfaction with the outcome of their case and their opinion of the offender having taken responsibility for the crime and justice being served, survey participants responded as follows:

- 27 respondents (40%) were satisfied and 30 (45%) dissatisfied with the outcome of their case (Table A-33, Appendix A). Of the 17 victims of family violence surveyed, eight (47%) were satisfied with the outcome of their case.

- 21 respondents (31%) said the offender had taken responsibility for the offence, while 35 (52%) said the offender had not. (Table A-34, Appendix A).

- 26 respondents (39%) said justice had been served in their case; while 35 (52%) said it had not (Table A-35, Appendix A). Of the 17 victims of family violence surveyed, eight (47%) said justice had been served.

Nineteen people offered additional information on the outcome of their case. Although one person commented positively with respect to learning about his/her rights, the remainder commented negatively, as follows:

- offender failed to comply with court order 6
  (restitution; house arrest; letters of apology)
- courts were too lenient 4
- victim felt victimized by publicity 2
- victim disillusioned with justice system 3
- offender continues to mock victim 2
- victim dissatisfied with/failed to get restitution 1
- victim not properly informed about the case 1
- offender continues spousal abuse 1

Quotes from these victims regarding the outcome of their case included the following:

> *"The judge ordered restitution but it was never paid."*
>
> *"[The offender] shouldn't be able to wander around during house arrest...should wear a leg bracelet like they do in the States."*
>
> *"We lost [over $1,000] on a bad cheque, and we didn't get a cent back. What's the use of ordering restitution if it's not paid? It's just a farce, really. The justice system seems to be working in favour of the criminal, not the victim."*
>
> *"My other daughter said to me, 'If that [assault] ever happens to me, I'm not going to tell anybody.' It was a very emotional, trying time."*

In summary, results from the analysis indicate that the majority of respondents were not satisfied with the outcome of their case. The post-sentence period evoked some of the most negative responses from the victims. Almost half (48%) of the respondents said the penalty was not appropriate for the offence and more than half (59%) said it was insufficient to deter further offences. Only two-fifths of the respondents were satisfied with the outcome of their case (40%) and with justice being served (39%). And less than a third (31%) said they believed the offender had taken responsibility for the crime. As reported in Section 5.2, more than two-thirds (68%) of respondents were dissatisfied with being promptly and fairly compensated for financial loss. And when restitution had been ordered (i.e., in 28% of the cases), less than half (43%) of the victims in these cases received anything. In fact, only 12% of the victims said restitution had been fully paid. In some cases, victims simply wanted a letter of apology from the offenders, but were rarely happy at the form in which this was given, if at all. Nobody seemed to know for sure who was responsible for seeing that offenders comply with court orders.

8.0 COMPARISON OF FINDINGS: 1980'S AND 2005

One of the study objectives was to compare the needs and experiences of victims of crime in this study with surveys conducted in the 1980's. This section presents the comparison of findings from these studies. It should be noted, however, that different wording and rating scales for the questions made comparisons challenging. For instance, the 1980's surveys used a true/false rating for statements related to victim satisfaction, while the 2005 survey used a five-point satisfaction scale. Therefore, only general comparisons were drawn from the survey findings, and these should be viewed with caution. It is also important to note that Victim Services was established province-wide in April 1989.

8.1 Background to 1980's Studies

The research findings for this study were compared to those of studies conducted during the 1980's: The Study for the Planning of Victim Assistance Services on Prince Edward Island (1983) and a series of victim surveys carried out between 1985 and 1987 as part of the Victims of Crime Monitoring and Evaluation Study. For comparability purposes, questionnaires and survey methods used in the 1980's studies were similar. The series of victim surveys carried out in the 1980's involved general victims, wife assault victims, sexual assault victims, commercial/institutional victims, and Crown witnesses. All of these surveys were telephone interviews with the exception of the survey of commercial/institutional victims, which was a mail survey.

- Surveys of general victims were conducted in 1983 for the Study for the Planning of Victim Assistance Services on PEI and in 1985 and 1987 as part of the monitoring and evaluation study. Telephone interviews were conducted with victims to explore a variety of issues including their perception of unmet needs, police response, and experiences with court and sentencing. Follow-up surveys were completed six months after the incident to collect data on experiences in court. A total of 184 victims were surveyed in 1983; 109 in 1985; and 97 in 1987.

- Telephone surveys of wife assault victims were conducted during the 1983 research (34 interviews) and the 1985 research (59 interviews).

- Telephone survey of 15 sexual assault victims was conducted during 1985.

- Mail surveys of commercial/institutional victims were conducted during 1983 (71 participants), 1985 (55 participants), and 1987 (83 participants).

- A telephone survey of Crown witnesses was conducted during 1983 (81 participants) and a mail survey during 1987 (85 participants). The respondent was the victim in 22% of the 1983 cases and in 27% of the 1987 cases.

8.2 Comparison of Findings Regarding Victims' Needs

One of the major needs of general victims identified in the 1980's surveys was the need for more information on case progress. Similarly, in the 2005 survey almost three-quarters (74%) of respondents said they needed information about case status.

Another major need of general victims identified in the 1980's surveys was information about services available to crime victims in PEI. Results of the 2005 victim survey found that information about these types of services continued to be needed among victims. In 2005, 49% of respondents said they needed this information.

A third major need of victims identified in the 1980's surveys was the need to talk with someone about the incident, which was identified by 16% of general victims and 62% of wife assault victims. Results of the 2005 survey found that this continues to be a need, especially victims of a crime against the person and victims of family violence. The need for emotional support was identified by 56% of all victims surveyed, 78% of victims of a crime against the person, and 94% of family violence victims.

Information on legal procedures was identified by 74% of spousal abuse victims in 1983 and 64% in 1985. Victims surveyed in 2005 also cited the need for this type of information, especially victims of family violence. Two-thirds (67%) of all victims and more than three-quarters (77%) of family violence victims said they needed information about the criminal justice process.

Another continuing need of some of the wife assault victims was help from Legal Aid. In 1983, eight (24%) of the wife assault victims sought help from Legal Aid, as did 21 (36%) in 1985. This compares with the 2005 survey when six (35%) of the 17 victims of family violence said they required legal services.

Adequate preparation for court was needed by wife assault victims surveyed in 1985 and again in 2005 when five (83%) of the six family violence victims involved with the court process said they needed both information about the court process and someone to attend court with them.

In the 1983 and 1987 surveys of Crown witnesses, approximately one-third of respondents said they needed information on court procedures and testifying in court. In the 2005 survey, the majority of victims who were involved in the court process also identified this need. For example, 89% of survey respondents said they needed someone to prepare them for the experience of being a witness; 84% needed information about the court process; 81% needed someone to attend court with them; and 56% needed information about the processes that follow sentencing by the courts.

8.3 Comparison of Findings Regarding Victims' Experiences

The following comparisons have been drawn from the results of the surveys of victims in the 1980's and 2005:

- Victims were highly satisfied with being treated with courtesy by the police during the 1980's (when 90% of respondents indicated the police were courteous) and in 2005 (when 89% of respondents were satisfied with being treated with courtesy by the police) (Table 8.1).

- Satisfaction among victims of wife abuse/family violence with being treated with courtesy by the police has remained consistently high: 85% in 1983; 86% in 1985; and 87% in 2005.

- The overwhelming majority of victims were satisfied with the police being sympathetic/compassionate during the 1980's (when more than three-quarters of respondents rated as true) and in 2005 (when 83% were satisfied) (Table 8.1).

- The majority of victims of wife abuse/family violence were satisfied with the police being sympathetic or compassionate: 74% in 1983; 69% in 1985; and 67% in 2005.

- The percentage of victims satisfied with being kept informed about the status of their case by police varied considerably among the victims surveyed in 1983, 1985 and 1987 (i.e., 57%; 28% and 32% respectively) and was 60% in 2005 (Table 8.1).

- The percentage of victims of wife abuse/family violence who were satisfied with being kept informed about their case by the police increased slightly over time: 41% in 1983; 49% in 1985; and 53% in 2005.

- Satisfaction with information about services was low (14%; 4%; and 18% of respondents respectively) during the 1980's when provided by the police; and was fairly high (65%) in 2005 when provided by Victim Services (Table 8.1).

- Satisfaction ratings of wife abuse/family violence victims regarding information about services that may be helpful also improved considerably over time: 22% in 1983; 37% in 1985; and 86% in 2005.

Table 8.1 Comparison of satisfaction with services and information: 1980's and 2005

1980's Questions	1983	1985	1987	2005 Questions	2005
	% true	% true	% true		%satisfied
The police officer was polite and courteous.	92%	97%	91%	The police treated you with courtesy and respect.	89%
The officer was sympathetic.	79%	86%	77%	The police treated you with compassion.	83%
I was kept informed of what happened during the investigation of the incident (by police).	57%	28%	32%	The police kept you informed of the progress of your case.	60%
The police told me about services available to help with problems caused by the incident.	14%	4%	18%	Victim Services provided information about other services that could help.	65%

In addition, the following comparisons were made with respect to victim satisfaction in the 1980's and 2005:

- Satisfaction with how the police handled their case was almost identical in the 1980's surveys and in the 2005 survey (at 75% and 72% respectively).

- The percentage of wife assault/family violence victims who were very satisfied or satisfied with police handling of their case increased from 64% in 1985 to 80% in 2005. And the percentage of respondents who were very satisfied increased from 35% to 53%.

- Victim satisfaction with help from Legal Aid increased from the 1980's to 2005. For example, in 1983, only one (8%) of the eight wife assault victims who sought help from Legal Aid got the help she needed, while in 1985, seven (33%) did. In 2005, however, all six (100%) of the victims of family violence who sought help from Legal Aid retained their services. Of these, four (67%) were satisfied with both the timeliness of the response and the assistance from Legal Aid.

- In 1985, four (31%) of the wife assault victims who went to court were dissatisfied with the assistance they received. In 2005, none of the family violence victims who went to court were dissatisfied with the assistance provided, which included receiving information about what was expected of them in court, and receiving support and information after the court process. In should be noted that in 2005, the six victims of family violence who went to court were accompanied by Victim Services and all (100%) found this helpful.

9.0 SUMMARY AND CONCLUSIONS

9.1 Purpose of the Report

The purpose of this report is to present selected findings regarding victim satisfaction with the criminal justice system in PEI. More specifically, this report has four major objectives as follows:

1. To present an analysis of the needs and experiences of victims of crime and compare these findings with research conducted in the 1980's;

2. To present an analysis of victims' experiences and views with respect to the Principles of the *Victims of Crime Act*;

3. To present an analysis of victim satisfaction with current services and the outcomes associated with each component of the justice system; and

4. To present a plan that will facilitate ongoing monitoring of victims' experiences and satisfaction with criminal justice processes so that trends and gaps can be monitored over time.

9.2 Findings: Victims' Needs and Experiences

9.2.1 Victims' Needs: 2005

The summary of findings from the analysis of the 2005 survey regarding victims' needs is as follows:

- The greatest needs of victims after the incident include: information about the status of their case (74% of respondents); information about the criminal justice process (67%); information about how crime or trauma may affect the victim (64%); help to understand the roles of police, Crown attorneys, and Judges (58%); and emotional support (55%).

- The greatest needs of victims with respect to the court process include: preparation for being a witness (89%); information about the court process (84%); and someone to attend court with them (81%).

9.2.2 Comparison of Victims' Needs: 1980's and 2005

The following needs were identified by victims of crime who were surveyed during the 1980's and in 2005: emotional support; and information about the status of their case, services available to crime victims in PEI, legal procedures, court procedures, and how to prepare for the experience of being a witness.

9.2.3 Victims' Experiences: 2005

_____Victims' experiences regarding services provided by each component of the justice system were positive overall. The majority of survey respondents were satisfied with how their case had been handled by the police and the Crown, and during the court and alternative measures processes. The majority of victims surveyed were also satisfied with the provision of information by the police, Victim Services, the Crown, probation, and during the court and alternative measures processes. Survey respondents were highly satisfied with the help they received from Victim Services and would recommend Victim Services to others in a similar situation.

9.2.4 Comparison of Victims' Experiences: 1980's and 2005

The following comparisons were drawn from the survey findings in the 1980's and 2005:

- With respect to the police, the majority of victims surveyed in the 1980's and 2005 were satisfied with the following: being treated with courtesy (89% or more); being treated with compassion or sympathy (77% or more); and handling of their case (approximately 75%). Among victims of family violence, satisfaction with police handling of the case increased from 64% in 1985 to 80% in 2005.

- Satisfaction with the police providing information about the status of the victims' case varied: 57% of respondents in 1983; 28% in 1985 and 60% in 2005.

- Satisfaction with information about services that may help victims of crime increased from less than 20% of respondents in the 1980's (when provided by the police) to 65% in 2005 (when provided by Victim Services). And among victims of family violence, satisfaction with this information increased from 22% in 1983 to 86% in 2005.

9.3 Findings: Victims' Experiences Regarding the Principles of the *Victims of Crime Act*

a. *Victims should be treated with courtesy and compassion and with respect for their dignity, privacy and convenience.*

Overall, respondents were very positive in rating their satisfaction with being treated with courtesy, compassion, respect, and respect for their privacy. For example, most (at least 89%) of the respondents were satisfied with being treated with courtesy and respect during the court process and by the police, Victim Services, and probation. The overwhelming majority (83% or more) were satisfied with being treated with compassion by the police, Victim Services, and probation. Almost all (98%) of the respondents were satisfied with having their privacy respected by Victim Services, and 83% were satisfied with probation.

b. *Victims should receive prompt and fair financial redress for the harm they have suffered.*

The majority of respondents were dissatisfied with financial redress for the harm suffered. Approximately two-thirds (68%) of the 37 respondents who received compensation for financial loss were dissatisfied with both the promptness and fairness of compensation. The results of the survey found that restitution was ordered in slightly more than one-quarter of cases (28%) and paid in less than half (43%) of these cases.

c. *Victims should be informed of and should have access to services including social, medical, legal and mental health assistance.*

Almost two-thirds (65%) of respondents were satisfied with information about services that may be helpful for victims of crime. Victims of a crime against the person were more likely to be very satisfied with this information than victims of a property crime.

d. *Victims should be informed about the progress of the investigation and prosecution of the offence, court procedures, the role of the victim in court proceedings and the ultimate disposition of the proceedings.*

Results indicate that the majority of respondents were satisfied with the provision of information about the status of their case by the police (60%) and Victim Services (85%). Approximately three-quarters (76%) of respondents were satisfied with information about what was expected of them in court and with the information and support provided by Victim Services after the court process (74%).

e. *Victims are entitled, where their personal interests are affected, to have their views and concerns brought to the attention of the court where consistent with criminal law and procedure.*

The majority of respondents were satisfied with having their views and concerns considered by the police (86%), Victim Services (93%), the Crown (65%), probation (83%), and during the alternative measure process (88%).

f. *Victims and their families should be protected from intimidation, retaliation and harassment.*

The majority (63%) of respondents were satisfied with being protected from intimidation, retaliation and harassment.

g. *Victims should have their stolen property returned to them as soon as possible after recovery by law enforcement authorities.*

More than half (57%) of the respondents had their stolen property returned and of these, most (88%) were satisfied with how long it took.

h. *Victims are entitled to prepare a victim impact statement and have it considered by the court at sentencing.*

In the overwhelming majority of cases (83%), the victim prepared a victim impact statement, which was considered by the court in almost two-thirds (64%) of these cases. Most (93%) of the respondents were satisfied with the provision of information and advice on completing a victim impact statement by Victim Services.

I. *Victims are entitled to be informed about the offender's status, including release dates, parole eligibility and probation terms.*

The majority of respondents were satisfied with the provision of information about the progress or status of their case by the police (60%) and Victim Services (85%), as well as the provision of information and support after the court process by Victim Services (74%). Twelve of the respondents had contact with a probation officer and of these, 11 (92%) were satisfied with being advised of probation conditions. Because none of the cases involved a period of incarceration, however, there was no contact with parole and no need for information about release dates.

9.4 Findings: Victim Satisfaction with Services and Outcomes

9.4.1 Satisfaction with Services

Victim satisfaction with each component of the justice system was positive overall.

- With respect to the police, approximately three-quarters of respondents were satisfied with the handling of their case and the provision of information. Although many of the respondents praised the police for their work, several complained that the police either diminished the seriousness of the crime or failed to keep the victim informed.

- With respect to Victim Services, approximately three-quarters of respondents were satisfied with the provision of information about the criminal justice system, emotional support, and follow-up regarding their case. The major areas identified by respondents where Victim Services was of most help included guiding the victim through the case, providing information on the status of the case, and showing compassion toward the victim. All of the respondents who availed themselves of services said they would recommend Victim Services, and almost everyone (94%) agreed that Victim Services had met their needs.

- Seventeen survey participants had contact with the Crown. The majority of these respondents were satisfied with the handling of their case (65%) and the provision of information (71%) by the Crown.

- The majority of the 26 survey participants who were involved with the court process were satisfied with being notified of court dates (85%) and the handling of their case (65%). Almost everyone who had been accompanied to court by Victim

Services found this helpful, and approximately three-quarters (74%) were satisfied with the provision of support and information after the court process. However, less than half (42%) of those surveyed were satisfied with sentencing by the court.

- Eight of the cases surveyed were handled by alternative measures. Seven (88%) of the respondents in these cases were satisfied with the provision of information and the majority were satisfied with how their case had been handled (63%) and the conditions of the agreement (75%), while four respondents (50%) were satisfied with the outcome.

- Twelve survey participants had contact with a probation officer and of these, all (100%) were satisfied with the provision of information.

- Seventeen (25%) survey participants were victims of family violence. The majority (82%) were satisfied with being offered options for their protection, including no contact/stay away order and Emergency Protection Order, as well as referrals to Victim Services and Transition House Association. Nine (75%) of the survey respondents said the order(s) had assisted them in being protected from the offender. Six of the victims surveyed (35%) required legal services and all of these had retained the services of a legal aid lawyer. Four (67%) of these six victims were satisfied with both the assistance received from legal aid and the timeliness of the response.

9.4.2 Satisfaction with the Outcome of the Cases

Results from the analysis indicate that the majority of respondents were not satisfied with the outcome of their case. Almost half (48%) of the respondents said the penalty was not appropriate for the offence and more than half (59%) said it was not sufficient to deter further offences. Only two-fifths of the respondents were satisfied with the outcome of their case (40%) and with justice being served (39%). And less than a third (31%) said they believed the offender had taken responsibility for the crime.

9.5 Ongoing Monitoring of Victims' Experiences and Satisfaction

The fourth objective of this report is to present a plan that will facilitate ongoing monitoring of victims' experiences and satisfaction with criminal justice processes so that trends and gaps can be monitored over time. To assist with developing the plan, the managers/directors of victim services programs across Canada were surveyed for information regarding their experiences with monitoring client satisfaction. Of the seven respondents, the Yukon, Northwest Territories and Nova Scotia were in the process of developing systems or instruments to monitor victim satisfaction through client surveys, while Alberta, New Brunswick, Manitoba and Newfoundland had surveyed their clients as part of an evaluation or program review study. Most of the survey respondents shared copies of the research instruments.

The methodologies and research instruments from the other provinces were reviewed and it was concluded that a process for ongoing monitoring of client experiences and satisfaction would be very useful for program delivery in PEI and may also benefit the other programs in the country. In fact, several of the managers said they would be interested in receiving information about a monitoring plan.

The following research methodology and instruments are suggested for ongoing monitoring of victims' experiences and satisfaction with criminal justice processes. The methodology would involve a series of data collection activities: at intake; at exit or case closure; and three- to six-month follow-up after case closure. All data would be entered into a database and analysed by an external researcher or program staff.

Three research instruments would be used to collect the data:

1. Revised intake form for all clients of Victim Services that would include basic demographic information, contact information, and signed consent for subsequent contact by program staff or external researchers.

2. One-page exit survey questionnaire that would be distributed to all clients, either directly by program staff or by mail (and would include a stamped return envelope). The questionnaire would be voluntary and anonymous. Based on typical mail surveys, it is anticipated that one-quarter to one-third of clients would participate in the exit survey.

3. Telephone survey questionnaire that would be administered (either by staff or external researchers) to randomly-selected clients who consented. Clients would be interviewed three to six months after case closure. The questionnaire would collect more detailed information on victim satisfaction with services and outcome. The telephone survey would be administered annually (depending on availability of resources) or as part of a program review or evaluation of services.

It is also suggested that Victim Services seek funding to test the monitoring system in the province. A pilot test of the system would be both efficient because of PEI's relatively small population and transferable because of PEI's diversity. It is also suggested that a working group comprising program staff and victims be formed to assist in developing the methodology and research instruments for the proposed monitoring system.

9.6 Conclusions

9.6.1 Comparison of Victims' Needs and Experiences: 1980's and 2005

The 2005 survey found that, after the incident, victims needed information about the status of their case, the criminal justice process, and the effect of crime or trauma on the victim. They also needed help to understand the roles of police, Crown attorneys, and Judges, as well as emotional support. And victims who were involved in the court

process needed preparation for being a witness, information about the court process, and someone to attend court with them.

These needs were found to be fairly similar to those of victims surveyed in the 1980's. In both the 1980's and 2005 surveys, victims said they needed information about the status of their case, services that may help victims of crime, the criminal justice process, and court procedures, as well as emotional support and preparation for court and the experience of being a witness.

Victims' experiences with the police in both the 1980's and 2005 surveys were very similar with respect to being treated with courtesy and compassion, and police handling of their case. Among victims of family violence, satisfaction with police handling of the case increased from 64% of respondents in 1985 to 80% in 2005.

Victim satisfaction with the provision of information about the status of their case by the police increased from 28% of respondents in 1985 to 60% in 2005. Satisfaction with information about services that may help victims increased from less than 20% in the 1980's (when provided by the police) to 65% in 2005 (when provided by Victim Services). Among the victims of family violence surveyed, this increased from 22% in 1983 to 86% in 2005.

The results of the 2005 study found that the needs of victims after the incident and during the court process are similar to those in the 1980's. This strongly supports the (continuing) provision of this information and support by Victim Services, the police, and others in the criminal justice system.

9.6.2 Victims' Experiences Regarding the Principles of the *Victims of Crime Act*

Results from the analysis indicate that victims' experiences are consistent with all but one of the Principles. The overwhelming majority of victims were satisfied with the following Principles: being treated with courtesy, respect, compassion, and respect for their dignity; having their views and concerns considered; preparing a victim impact statement and having it considered by the court; and being informed about the offender's status regarding probation terms. The majority of respondents were satisfied with the following: being informed about services that may be helpful for victims of crime; being informed about the progress of their case; being informed about court procedures and the role of the victim in court proceedings; being protected from intimidation, retaliation and harassment; and having stolen property returned to them as soon as possible. The majority of respondents, however, were dissatisfied with receiving prompt and fair financial redress for the harm they had suffered.

Overall, the clients of Victim Services who participated in the survey indicated positive experiences that are consistent with the Principles of the *Victims of Crime Act*, with the exception of receiving prompt and fair financial redress for the harm suffered.

9.6.3 Victims' Satisfaction with Services and Outcomes

Overall, the victims surveyed for this study were very positive in rating their satisfaction with the services provided by the police, Victim Services, the Crown, probation, as well as the court and alternative measures processes, and services for victims of family violence.

With respect to outcomes of the cases, however, respondents were considerably less satisfied. Only two-fifths of respondents were satisfied with the outcome of their case and with justice being served. And less than a third of the respondents said they believed the offender had taken responsibility for the crime.

APPENDIX A

SUPPORTING TABLES

Note: Percentages in the following tables may not total 100 due to rounding

Table A-1 Respondents' rating of need for information after the incident

Rating Scale	How being a victim of crime may affect people	The criminal justice process	Other services	Status of the case
Definitely needed	21 31%	27 40%	20 30%	36 54%
Needed somewhat	22 33%	18 27%	12 18%	13 19%
Not needed	24 35%	22 33%	34 51%	17 25%
Does not apply	0	0	1 2%	1 2%
Total	67 100%	67 100%	67 100%	66 100%

Table A-2 Respondents' rating of need for support after the incident

Rating Scale	Emotional support	Help in making contact with police	Help in making contact with others in criminal justice system	Help to understand the roles of police, Crown attorneys and judges
Definitely needed	28 42%	10 15%	18 27%	26 39%
Needed somewhat	9 13%	6 9%	12 18%	12 18%
Not needed	28 42%	51 76%	35 52%	28 42%
Does not apply	2 3%	0	2 3%	1 2%
Total	67 100%	67 100%	67 100%	67 100%

Table A-3 Respondents' rating of need for services regarding the court process

Rating Scale	Information about the court process	Emotional support	Someone to attend court with the victim	Someone to prepare victim for experience of being a witness in court	Help in making contact with others in the criminal justice system	Information about the processes that follow sentencing by the court
Definitely needed	17 65%	12 46%	15 58%	12 67%	5 21%	9 36%
Needed somewhat	5 19%	4 15%	6 23%	4 22%	3 13%	5 20%
Not needed	4 15%	10 39%	5 19%	2 11%	16 67%	11 44%
Total	26 100%	26 100%	26 100%	18 100%	24 100%	25 100%
Not applicable	41	41	41	49	43	42

Table A-4 Respondents' reports of extent to which they were affected by the incident

Response Category	No.	%
Yes to a great extent	31	46.3
Yes to some extent	27	40.3
No	9	13.4
Total	67	100.0

Table A-5 Respondents' satisfaction with the police

Rating Scale	How police handled case	Kept victim informed of progress of case	Treated victim with courtesy and respect	Treated victim with compassion	Considered victim's views & concerns	Provided information that victim needed
Very satisfied	33 51%	24 37%	42 65%	37 57%	38 59%	32 49%
Satisfied	14 22%	15 23%	16 25%	17 26%	18 28%	19 29%
Neutral	6 9%	9 14%	1 2%	2 3%	2 3%	4 6%
Dissatisfied	7 11%	9 14%	6 9%	8 12%	7 11%	7 11%
Very dissatisfied	5 8%	8 12%	0	1 2%	0	2 3%
Missing	0	0	0	0	0	1 2%
Total	65 100%	65 100%	65 100%	65 100%	65 100%	65 100%
Not applicable No contact with the police	2	2	2	2	2	2

Table A-6 Respondents' satisfaction with provision of information & support from Victim Services

Rating Scale	Information about case status	Information about criminal justice system	Information about other agencies or services	Emotional support and short-term counselling	Information and advice on Victim Impact Statement
Very satisfied	32 60%	24 47%	21 43%	21 53%	30 60%
Satisfied	13 25%	15 29%	11 22%	7 18%	11 22%
Neutral	5 9%	6 12%	10 20%	8 20%	4 8%
Dissatisfied	1 2%	3 6%	1 2%	2 5%	2 4%
Very dissatisfied	2 4%	2 4%	3 6%	1 3%	3 6%
Uncertain/ Can't recall	0	1 2%	3 6%	1 3%	0
Total	53 100%	51 100%	49 100%	40 100%	50 100%
Not applicable	14	16	18	27	17

Table A-7 Respondents' satisfaction with Victim Services

Rating Scale	Followed up with victim as needed	Treated victim with courtesy and respect	Treated victim with compassion	Respected victim's privacy	Considered victim's views and concerns
Very satisfied	27 51%	40 76%	39 74%	39 74%	37 70%
Satisfied	11 21%	11 21%	11 21%	13 25%	12 23%
Neutral	4 8%	2 4%	1 2%	0	1 2%
Dissatisfied	8 15%	0	1 2%	1 2%	1 2%
Very dissatisfied	3 6%	0	1 2%	0	2 4%
Uncertain/ Can't recall	0	0	0	0	0
Total	53 100%	53 100%	53 100%	53 100%	53 100%
Not applicable	14	14	14	14	14

Table A-8 Respondents' satisfaction with the Crown

Rating Scale	How Crown handled case	Treated victim with courtesy and respect	Treated victim with compassion	Considered victim's views and concerns	Provided information that victim needed
Very satisfied	5 29%	7 41%	6 35%	5 29%	5 29%
Satisfied	6 35%	5 29%	5 29%	6 35%	7 41%
Neutral	3 18%	3 18%	2 12%	3 18%	2 12%
Dissatisfied	0	1 6%	2 12%	0	1 6%
Very dissatisfied	3 18%	1 6%	2 12%	3 18%	2 12%
Total	17 100%	17 100%	17 100%	17 100%	17 100%
Not applicable/ No contact with Crown	50	50	50	50	50

Table A-9 Respondents' satisfaction with the court process

Rating Scale	Provided information about what was expected of victim in court	Provided court dates in advance	How case was handled in court process	Treated victim with courtesy and respect	Sentencing by the court	Support and information after court process by Victim Services
Very satisfied	13 62%	13 50%	8 31%	14 54%	6 23%	12 52%
Satisfied	3 14%	9 35%	9 35%	9 35%	5 19%	5 22%
Neutral	2 10%	2 8%	1 4%	1 4%	2 8%	3 13%
Dissatisfied	0	0	4 15%	1 4%	5 19%	1 4%
Very dissatisfied	3 14%	2 8%	4 15%	1 4%	8 31%	2 9%
Total	21 100%	26 100%	26 100%	26 100%	26 100%	23 100%
Not applicable	46	41	41	41	41	44

Table A-10 Respondents' satisfaction with probation

Rating Scale	Victim was treated with courtesy and respect	Victim was treated with compassion	Victim's privacy was respected	Victim's views & concerns were considered	Victim was advised of probation conditions	Victim was provided with information that was needed
Very satisfied	8 67%	10 83%	9 75%	8 67%	9 75%	8 67%
Satisfied	2 17%	0	1 8%	2 17%	2 17%	4 33%
Neutral	2 17%	2 17%	1 8%	1 8%	1 8%	0
Dissatisfied	0	0	1 8%	1 8%	0	0
Very dissatisfied	0	0	0	0	0	0
Total	12 100%	12 100%	12 100%	12 100%	12 100%	12 100%
Not applicable	55	55	55	55	55	55

Table A-11 Respondents' satisfaction with prompt and fair compensation for financial loss

Response Category	Prompt compensation for financial loss		Fair compensation for financial loss	
	No.	%	No.	%
Very satisfied	1	2.7	1	2.7
Satisfied	8	21.6	8	21.6
Neutral	3	8.1	3	8.1
Dissatisfied	11	29.7	11	29.7
Very dissatisfied	14	37.8	14	37.8
Total	37	100.0	37	100.0
Not applicable	30		30	

Table A-12 Respondents' reports of restitution being ordered

Response Category	No.	%
Yes	19	28.4
No	35	52.2
Uncertain/don't know	8	11.9
Not applicable	5	7.5
Total	67	100.0

Table A-13 Respondent's reports of restitution being paid

Response Category	No.	%
Yes fully paid	2	11.5
Yes partially paid	6	31.6
No not paid	8	42.1
Uncertain/don't know	3	15.8
Total	19	100.0
Not applicable	48	

Table A-14 Respondents' reports of case being handled by alternative measures

Response Category	No.	%
Yes	8	11.9
No	56	83.6
Uncertain/don't know	3	4.5
Total	67	100.0

Table A-15 Respondents' reports of being consulted about alternative measures

Response Category	No.	%
Yes	7	87.5
No	1	12.5
Total	8	100.0
Not applicable	59	

Table A-16 Respondents' satisfaction with alternative measures

Rating Scale	How case was handled	Victim's views and concerns were considered	Conditions of the agreement	Outcome	Victim was provided with information that was needed
Very satisfied	1 13%	1 13%	2 25%	2 25%	3 38%
Satisfied	4 50%	6 75%	4 50%	2 25%	4 50%
Neutral	1 13%	0	0	1 13%	0
Dissatisfied	1 13%	1 13%	2 25%	1 13%	1 13%
Very dissatisfied	1 13%	0	0	1 13%	0
Uncertain/ don't know	0	0	0	1 13%	0
Total	8 100%	8 100%	8 100%	8 100%	8 100%
Not applicable	59	59	59	59	59

Table A-17 Respondents' satisfaction with being protected from intimidation, retaliation and harassment

Rating Scale	No.	%
Very satisfied	24	35.8
Satisfied	18	26.9
Neutral	8	11.9
Dissatisfied	3	4.5
Very dissatisfied	13	19.4
Uncertain/don't know	1	1.5
Total	67	100.0

Table A-18 Respondents' reports of having stolen property returned

Response Category	No.	%
Yes all or most returned	7	29.2
Yes some returned	9	37.5
No not returned	7	29.2
Uncertain/don't know	1	4.2
Total	24	100.0
Not applicable	43	

Table A-19 Respondents' satisfaction with length of time for return of stolen property

Rating Scale	No.	%
Very satisfied	7	43.8
Satisfied	7	43.8
Neutral	0	0
Dissatisfied	1	6.3
Very dissatisfied	1	6.3
Total	16	100.0
Not applicable	43	

Table A-20 Respondents' reports of having completed a victim impact statement

Response Category	No.	%
Yes	44	83.0
No	5	9.4
Don't know/uncertain	4	7.5
Total	53	100.0
Not applicable	14	

Table A-21 Respondents' reports of victim impact statement being considered during court process

Response Category	No.	%
Yes	28	63.6
No	7	15.9
Don't know/uncertain	9	20.5
Total	44	100.0
Not applicable	23	

Table A-22 Respondents' awareness of Victim Services prior to incident

Response Category	No.	%
Yes	35	52.2
No	32	47.8
Total	67	100.0

Table A-23 Respondents' rating of helpfulness of being accompanied to court by Victim Services

Rating Scale	No.	%
Very helpful	13	76.5
Somewhat helpful	3	17.6
Not helpful	1	5.9
Total	17	100.0
Not applicable	50	

Table A-24 Respondents' satisfaction regarding meeting with the offender

Response Category	No.	%
Very satisfied	2	66.7
Satisfied	0	0
Neutral	1	33.3
Dissatisfied	0	0
Very dissatisfied	0	0
Total	3	100.0
Not applicable	64	

Table A-25 Family violence victims' reports of options discussed for their protection

Rating Scale	No contact or stay away order	Emergency Protection Order	Referral to Anderson House or Outreach services	Referral to Victim Services
Yes	16 94%	11 65%	14 82%	17 100%
No	1 6%	6 35%	3 18%	0
Total	17 100%	17 100%	17 100%	17 100%
Not applicable	50	50	50	50

Table A-26 Family violence victims' satisfaction with being offered options for protection

Response Category	No.	%
Very satisfied	8	50.0
Satisfied	6	37.5
Neutral	0	0
Dissatisfied	0	0
Very Dissatisfied	2	12.5
Total	16	100.0
Not applicable	51	

Table A-27 Family violence victims' rating of whether order(s) assisted

in protecting them from the offender

Response Category	No.	%
Yes to a great extent	5	41.7
Yes to some extent	4	33.3
No	3	25.0
Total	12	100.0
Not applicable	55	

Table A-28 Family violence victims' reports of requiring legal services

Response Category	No.	%
Yes	6	35.3
No	11	64.7
Total	17	100.0
Not applicable	50	

Table A-29 Family violence victims' reports of retaining legal aid services

Response Category	No.	%
Yes	6	35.3
No	11	64.7
Total	17	100.0
Not applicable	50	

Table A-30 Family violence victims' satisfaction with legal aid services

Rating Scale	Timeliness of response		Assistance from legal aid	
Very satisfied	2	33%	3	50%
Satisfied	2	33%	1	17%
Neutral	1	17%		0
Dissatisfied	1	17%		0
Very dissatisfied		0		0
Uncertain/don't know		0	2	33%
Total	6	100%	6	100%
Not applicable		61		61

Table A-31 Respondents' rating of penalty being appropriate for the offence

Response Category	No.	%
Yes to a great extent	11	18.0
Yes to some extent	11	18.0
No	29	47.5
Uncertain/don't know	10	16.4
Total	61	100.0
Not applicable/victim not aware of penalty	6	

Table A-32 Respondents' rating penalty being sufficient to deter further offences

Response Category	No.	%
Yes to a great extent	10	16.4
Yes to some extent	3	4.9
No	36	59.0
Uncertain/don't know	12	19.7
Total	61	100.0
Not applicable/victim not aware of penalty	6	

Table A-33 Respondents' satisfaction with outcome of their case

Rating Scale	No.	%
Very satisfied	11	16.4
Satisfied	16	23.9
Neutral	8	11.9
Dissatisfied	10	14.9
Very dissatisfied	21	31.3
Uncertain/don't know	1	1.5
Total	67	100.0

Table A-34 Respondents' rating of whether offender took responsibility for offence

Response Category	No.	%
Yes to a great extent	13	19.4
Yes to some extent	8	11.9
No	35	52.2
Uncertain/don't know	11	16.4
Total	67	100.0

Table A-35 Respondents' rating of whether justice was served in their case

Response Category	No.	%
Yes to a great extent	12	17.9
Yes to some extent	14	20.9
No	35	52..2
Uncertain/don't know	6	9.0
Total	67	100.0